



**Brighton & Hove
City Council**

**ENVIRONMENT, TRANSPORT &
SUSTAINABILITY COMMITTEE
SUPPORTING INFORMATION**

ADDENDUM

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Introduction from Councillor Gill Mitchell

It is my pleasure to introduce Brighton & Hove's eighth Parking Annual Report. The report provides an overview of publicly operated parking in the city, highlighting new initiatives and developing trends.

This has been another busy year for the service with new parking zones introduced following consultation with residents and a majority in favour of a parking scheme in their area. There has been a slight increase in the number of parking penalty charge notices issued as a result of this larger area to enforce from 122,737 last year to 123,556. We are currently consulting with residents and businesses on two further schemes.

Two years ago the council used to receive regular complaints from bus drivers and passengers about delays caused to their journey along the A259 coastal road by a small minority of the 20,000 vehicles that use the coast road daily, driving in the bus lane. The council began enforcing the bus lane at Rottingdean in April 2015 when almost 3,000 bus lane PCNs were issued across the city. As compliance with the bus lane regulations has improved, helping improve bus journey times, we have seen the number of bus lane PCNs issued fall to less than 1,000 bus lane PCN issued per month.

The number of people using pay by phone to pay for their parking has continued to grow and the company has also been engaging with customers to see how they rate the service and what they think could be done to improve the service. Work is also continuing to improve the range and quality of our online services

At the same time the council is investing £1.8 million in new pay and display machines and introducing card only machines. This follows attempted thefts of cash causing damage and inconvenience to customers. The new machines should prove to be more secure and reliable than our current stock of cash machines on the street some of which are over 15 years old and showing signs of wear and tear

This year the city's parking team received national recognition by winning three parking awards. Two British Parking Awards were for our work with partners in East Sussex County Council and Sussex Police on tackling blue badge misuse, through the innovative use of Community Resolution Orders to educate people about the impact blue badge misuse has on the disabled. This included the PATROL award for best overall Parking Annual Report (2014-15). At the British Parking Awards our work with partners in East Sussex County Council and Sussex Police on tackling blue badge misuse, through the innovative use of Community Resolution Orders to educate people about the impact blue badge misuse has on the disabled.

Thank you for taking the time to read our 2015-16 parking annual report

Service overview

The city is a major attraction for conferences and tourists and has a growing population, 281,000 residents in 2014 and estimated to grow to 298,400 by 2024. The city has a packed and diverse calendar of events, many of which require the suspension of hundreds of parking bays in the areas of highest demand for parking.

Balancing the needs of residents, visitors and businesses is key to sustainable economic growth and success, and makes the city a place people want to visit, live and work in.

Parking and Bus lane enforcement plays a vital role in support of the city's need to keep the traffic moving and supporting the tourism strategy and managing the city's gateways which are the first arrival point for all those coming to enjoy all that Brighton & Hove has to offer.

Poor compliance with the bus lane on the A259 meant that buses were being delayed at Rottingdean on their journey along the coast to Brighton. We are now enforcing this bus lane by CCTV and issuing penalty charge notices to vehicles in contravention. By taking enforcement action this has already lead to better compliance of bus lane regulations.

Controlled parking has an important role to play in ensuring the safety of all road users. Although many factors can influence road traffic collision figures, parking enforcement helps by keeping pedestrian crossings, school keep clears and junctions free of dangerously parked vehicles, which are dealt with as a priority. Overall road traffic safety data for Brighton & Hove shows that between 2011 and 2015 both the numbers of collision incidents and casualties in the city have reduced.

Compared to 2014 there were fewer fatalities and serious casualties on the city's streets. Any one collision can result in one or more casualties. The tables provided from our Road Safety team show a year by year comparison of both figures.

COLLISIONS

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2015	1	139	640	780
2014	2	146	644	792
2013	3	136	599	738
2012	5	147	637	789
2011	5	159	729	893

CASUALTIES

YEAR	FATAL	SERIOUS	SLIGHT	TOTAL
2015	1	151	834	986
2014	2	156	828	986
2013	3	142	763	908
2012	5	155	818	978
2011	6	166	934	1106

More information about road traffic safety can be found here. www.brighton-hove.gov.uk/road-safety-data

Brighton & Hove City Council's parking operation	2015/16
On street parking spaces	31,291
Off street parking spaces	2,490
Pay & Display only bays	1,032
Permit only bays	17,607
Shared bays (permit and pay & display)	11,042
Disabled bays	722
Other bays	828
Number of vehicles removed to car pound	0
Bays suspended during the year	6,314
On street Penalty Charge Notices issued	86,008
Items of correspondence	48,593
Resident permits issued (including match day)	31,867
Resident Visitor permits issued	551,619
Blue Badges on issue	12,676

Pay by Phone Service

Following the introduction and continued take up of PayByPhone parking, as well as the forthcoming introduction of 650 card only pay & display machines, there will be a full review of signage throughout the city to help guide people to the appropriate payment method.

Over 50% of parking transactions are now made using a mobile phone and over 340,000 people have registered for PayByPhone and used it at least once in Brighton & Hove since its introduction in September 2013, with 72% of these transactions in Brighton & Hove completed via a mobile app or website every month - more than 4 million people have signed up for PayByPhone nationally. We have also now passed the 1 million transactions mark using the PayByPhone service in Brighton & Hove

PaybyPhone sent out an email survey to 6,125 customers who parked in Brighton and Hove and used PayByPhone in the 1st 2 weeks of July. They asked 3 questions where customers can score between 0-10 on each one. 10 being the highest rating.

The results of the questions are below;

Question	How easy was it to register with PayByPhone?	How easy was it to use PayByPhone?	On a scale of 0 to 10, how likely are you to recommend using PayByPhone to a friend or colleague?
Average response	7.46/10	7.56/10	6.79/10

PayPoint outlets provide an alternative way to pay for parking. There are 150+ shops across Brighton & Hove that accept these payments which are denoted by two blue Ps on a yellow background.

You don't need a PayByPhone account or mobile phone to use PayPoint

You just need your vehicle registration and the location code. Which is shown on the parking sign

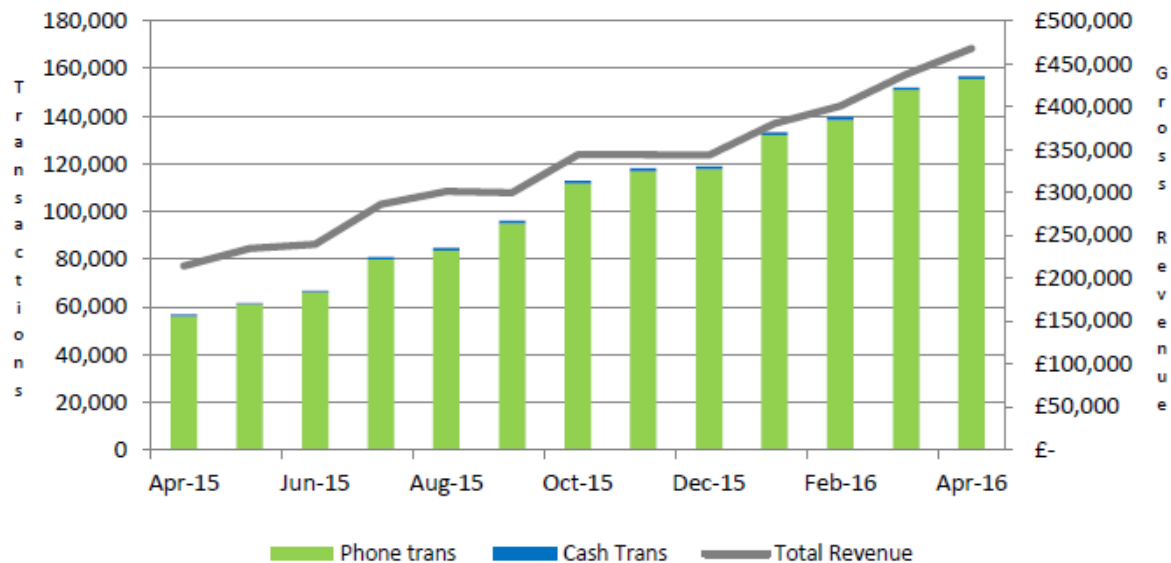
Drivers can pay using card or cash including banknotes and will receive change unlike with a P&D machine. They can remotely top up their parking session at any outlet without having to return to their vehicle and there is no service fee just like a Pay & Display machine. Using PayPoint also saves the city money by reducing the cost of maintaining Pay & D machines.

People can find PayPoint outlets in advance by visiting the PayPoint or Brighton & Hove City council website.

<https://www.brighton-hove.gov.uk/content/parking-and-travel/parking/paybyphone-and-paypoint-parking-frequently-asked-questions>

<https://www.paypoint.com/en-gb>

The graph below shows how the popularity of the service has increased over the last year



Parking Services ran an awareness week at Hove Town Hall in May offering to assist people with setting up a PayByPhone account and answer any questions they might have regarding the service. This drop-in service is ongoing should anyone require PayByPhone support.

Registration is easy and only takes a few minutes so why not let us help?

Just come and ask at reception:

Parking Services

Customer Service Centre

Hove town Hall

Norton Road

Hove BN3 2LS

New and proposed parking schemes

Following resident consultations two new schemes were introduced to alleviate parking issues and there are two new proposals

New schemes

Area F (Fiveways)

Resident parking scheme

Following consultation with residents and organisations in the Fiveways area the Environment, Transport and Sustainability Committee meeting on 19th January 2016 approved the implementation of proposals giving priority to parking for residents. The changes which involved a seven day scheme 9am-8pm parking scheme were implemented for an operational start on 4th April 2016.

Area G (Hollingbury Road and Ditching Gardens)

Resident parking scheme

Following consultation with residents and organisations in the Hollingbury Road and Ditching Gardens area the Environment, Transport And Sustainability Committee meeting on 19th January 2016 approved the implementation of proposals giving priority to parking for residents. The changes which involved a seven day scheme 9am-8pm parking scheme were implemented for an operational start on 4th April 2016.

Proposals

Preston Village & Balfour Road area parking

Scheme proposals

These areas are currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee on 17th January 2017 to discuss the way forward.

Hanover & Elm Grove / Craven Vale parking

Scheme proposals

These areas are currently under consultation with the results being presented to the Environment, Transport & Sustainability Committee on 14th March 2017 to discuss the way forward.

More information can be found online at www.brighton-hove.gov.uk/parking-and-travel

Permits

The online facility includes the following: -

- Resident permits renewal
- Traders permits renewal
- Business permits renewal
- Requesting a suspension
- Requesting visitor permits
- Applying for Blue Badges using the new national Blue Badge online application form

We are working on a new online permit system to make the renewal process easier for customers.

The council encourages the use of low emission vehicles and offers a 50% discount on permits for people with low emission vehicles. The table below shows the percentage of permits that are low emission

Permit Type	Percentage of all permits
Resident Low Emission	15%
Business Low Emission	10%
Trader Low Emission	13%

The number of permits issued overall is increasing and the table below shows the increases in the last three years

Permit Type	On issue as at 01/07/14	On issue as at 01/07/15	On issue as at 01/07/16
Business	1670	1672	1672
Car Club	89	112	120
Carer	201	230	250
Dispensation	487	557	533
Doctor	120	124	120
Electric Vehicle*	72	116	3
Resident (includes match day)	27,432	30,342	31,867
Professional Carer	2070	2203	2287
Schools	174	215	271
Trader	1342	1736	2098
Visitor permits sold**	502,300	504,670	551,619
Hotel permits sold	35,730	33,042	31,452

*Electric vehicles no longer need a permit to use charging points and therefore there is a decline in the permits issued

**Visitor and hotel permits show actual permits sold between 01/07/15 & 30/06/16 and not permits 'on issue'

The chart below shows a comparison of the take up of resident permits for every parking zone over the last four years

Resident Parking Zone and Visitor Allowance	Resident Permits on issue as at 01/07/13	Resident Permits on issue as at 01/07/14	Resident Permits on issue as at 01/07/15	Resident Permits on issue as at 01/07/16
Preston Park*, A (50)	618	607	611	646
Coldean, B (25) +1	986	1166	1267	1497
St James*, C (50)	1739	1681	1743	1805
Moulsecoomb, D (25) +1	1528	1918	2510	2526
Preston Park Station (Nth)*, E (50)	n/a	253	202	202
Fiveways, F (50)	n/a	n/a	n/a	849
Hollingbury Road, G (50)	n/a	n/a	n/a	102
Kempton*, H (50)	2494	2467	2544	2498
London Road*, J (50)	2301	2262	3852	3962
Brunswick, M (50)	1650	1650	1659	1626
Central Hove, N (50)	4589	4478	4619	4490
Goldsmid, O (50)	2066	2037	2128	2189
Prestonville, Q (50)	1048	1013	1048	1090
Westbourne, R (50)	3527	3384	3572	3677
Hove Park, T (50)	368	340	341	356
St Luke's*, U (50)	279	265	339	412
Wish Ward, W (50)	811	756	1009	1032
North Central, Y (25)	1750	1750	1748	1786
South Central, Z (25)	1150	1150	1150	1122
Total	26904	27177	30342	31867

The chart below shows a comparison of residents on the waiting list for every parking zone over the last four years

Resident Parking Zone	Number of people on waiting list 2012/13	Number of people on waiting list 2013/14	Number of people on waiting list 2014/15	Number of people on waiting list 2015/16
Preston Park*, A	0	0	0	0
Coldean, B	n/a	n/a	n/a	0
St James*, C)	0	0	0	0
Moulsecomb, D	n/a	n/a	n/a	0
Preston Park Station (Nth)*, E	n/a	n/a	n/a	0
Fiveways, F	n/a	n/a	n/a	26
Hollingbury Road, G	n/a	n/a	n/a	0
Kemptown*, H	0	0	0	0
London Road*, J	0	0	0	0
Brunswick, M	202	193	179	272
Central Hove, N	67	0	0	62
Goldsmid, O	0	0	0	0
Prestonville, Q	0	0	0	0
Westbourne, R	0	0	0	0
Hove Park, T	0	0	0	0
St Luke's*, U (50	0	0	0	0
Wish Ward, W	0	0	0	0
North Central, Y	211	112	168	134
South Central, Z	166	89	159	240
Total	646	394	506	734

Tackling Permit Fraud

We have recently increased our anti-fraud checks to make sure that parking permits are only used by people entitled to a parking permit. The offence of fraud happens when a person uses or obtains any kind of parking permit to which that person is not entitled. For example, fraud can include

- someone using a permit after that person has moved from the address for which the permit was issued;
- a permit application form or proofs being completed with incorrect information resulting in a permit having been issued to a person where, had the information been correct, the permit would not have been issued;
- permits being amended/alterred/copied, etc.

Where a person moves to a new address outside the controlled parking zone, the parking permit must be surrendered or, if the new address is in the same parking zone, the person must advise the council of the new address in writing.

As part of the anti-fraud procedures, the council ran a media campaign informing the public about the fraud issue and the Permit Amnesty. The council operated a "Permit Amnesty" throughout August. This allowed anyone who had a permit to which the person was not entitled, to return the permit to the council for cancellation, with no questions asked.

We have 27,000 resident permits on issue. Making sure that permits are only held by those persons entitled to the permit will help permit holders to find permit parking spaces more easily. The increased cross checking of existing permits and new applications will not only reduce fraud but also reduce permit misuse and permit waiting lists.

The council has a zero tolerance policy to fraud and may prosecute any person found having a Permit to which that person is not entitled.

Blue badge

Blue Badge Assessment

From the 1st April 2012 the new national guidance changed the way Local Authorities assess applications for a blue badge. We are now able to use independent Mobility Assessors who have a full understanding of the Blue Badge scheme and the qualifying factors. The Mobility Assessors will make a recommendation to the Local Authority against the eligibility criteria for a Blue Badge as to whether the application should be approved or declined. The final decision to issue a Blue Badge remains with the Local Authority.

The national criteria which sets out who should receive a Blue Badge has not changed – ‘unable to walk or has very considerable difficulty in walking’. A major change in the way Local Authorities assess applications was recommended by the Department for Transport. If an applicant is not automatically eligible for a Blue Badge they may be eligible subject to further assessment.

Task	Per Year
Applications	4200
Replacement badge	110
Stolen badge	7
Terminally ill	183
Organisational badges	60
Desk assessment	2800
Refusal	490
Appeals	190
Cancellations because deceased	600
Inbound calls	12000
Emails	1600
Counter customers	2500

Operation Blue Bird

Misuse of a Blue Badge by someone who is not disabled is an offence under section 117 of the Road Traffic Act 1984. Blue Badge offenders can be prosecuted and receive a fine of up to £1,000. There may also be a penalty charge imposed for any parking offence that has been committed.

Blue Badge misuse stops disabled people being able to access services and park close to their destinations. It also means that councils have less money to spend on services such as transport and travel related projects like concessionary travel.

, Brighton and Hove City Council are working in joint partnership with East Sussex County Council and Sussex Police to tackle Blue Badge misuse.

Dedicated Blue Badge Investigators have been employed and action days take place with Sussex Police.

From November 2015 to present date as a direct result of partnership work Operation Bluebird in Brighton and Hove:

- 289 Blue Badges have been retained
- 35 Prosecution
- 152 Community Resolution Orders
- 118 Blue Badges Destroyed

Blue Badge Misuse Offenders are required to attend a Community Resolution Order when it is not appropriate to issue a warning or prosecute.

Community Resolution Order s are run in collaboration with Sussex Police and designed to educate how it impacts genuine Blue Badge holders when a Blue Badge is misused whether through lack of understanding or for the benefit of parking concessions.

Attendees watch a short film where three residents with disabilities explain what having a Blue Badge means to them, how it enhances their quality of life and enables them to be independent by attending activities, appointments and completing errands.

The repercussions when Badges are misused are Blue Badge holders may be unable to park closely to their destination and either struggle, which can impact their health, or need to abandon the trip entirely.

Attendees are required to pay a £40 Attendance Fee in advance and provide identification on arrival. After the film there is a short test to complete before they are dismissed to ensure applicants have absorbed the information.

A Community Resolution Order has a high probability it will show up on an enhanced Disclosure & Barring Service security check (DBS) so it could be considered by prospective employers and influence whether they consider the applicant is of good character and offered a position within their company.

Since February 2015, 225 attendees have completed a Community Resolution Order and only one individual has proceeded to re-offend and since been prosecuted.

British Parking Awards 2016

The British Parking Awards is a prestigious event held annually. The awards recognise the leading examples of enforcement, car park management, design and teamwork. The British Parking Awards are open to all UK Local Authorities and boast a large number of entries. This year the Blue Badge Team at Brighton and Hove City Council together with East Sussex County Council, Sussex Police and NSL were nominated for two awards; these were; Parking in the Community and Parking Partnerships, for their work on Operation Blue Bird.

On 4th March 2016 the Blue Badge Team attended the British Parking Awards and won both of the awards they were nominated for;

Parking in the Community Award - Operation Blue Bird. This award recognises people working within the parking sector that have engaged with and supported their local communities.

Parking Partnerships Award - Operation Blue Bird. This award recognises partnerships that are deeper and more ambitious than a conventional term contract.

On street parking enforcement

NSL our enforcement contractor and provides a number of services throughout the city

Events and Suspensions

In 2015-16, we processed 1,986 suspensions and implemented by the Council and NSL – an increase of 338 from the previous year. Suspensions are crucial in order to host the vast variety of events held in the city such as Pride, the Brighton Marathon, the London to Brighton bike ride, graduation ceremonies and the Brighton Festival.

Our contractor, NSL has many years of experience in enforcing such events and ensuring that they are able to run smoothly by clearing suspended areas and ensuring that main routes throughout the city are kept clear.

As well as enabling these events to take place, the vast majority of suspensions processed are for residents - utility works, house removals, skips and building works.

Suspending parking bays is vital to ensuring these activities can take place.

Wherever possible, we try to limit the impact suspensions have on residents. If a vehicle in a suspended bay has a residents permit, NSL will telephone the permit holder prior to issuing a penalty charge notice to allow them to move the vehicle. We encourage residents to make sure the council has their correct contact details, so that wherever possible residents do not receive penalty charge notice and suspensions can be cleared quickly.

Brighton & Hove has a packed and diverse calendar of events that occur throughout the year. Parking bay suspensions and enforcement is often crucial for events to run smoothly and in some cases the events would not even be possible without the suspension of parking bays.

In 2015-16, parking bays were suspended for major city events that included the Brighton Marathon, Pride, Charity bike rides and for the Rugby World cup. The parking team work closely with the organisers to ensure the bay suspension requests are reasonable and necessary. Balancing the needs of residents, visitors and businesses while supporting the city's tourism strategy is a priority.

NSL, the Parking Enforcement Contractor, have years of event management experience. Their expertise allows them to develop enforcement strategies that minimise disruption while ensuring the suspensions are enforced effectively.

This year, a total of 6,314 parking bays were suspended in the City. Bays aren't just suspended for events, bays are suspended daily for household removals, skip placement and building projects.

Reporting Parking Problems

Illegal parking can have a significant impact on residents in Brighton & Hove. Reporting problems allows us to resolve the issue and understand where we can better direct enforcement. There are two ways to report a parking problem:

Telephone:

0345 603 5469 (option 2): The line is an answer machine service for parking complaints that need to be attended to urgently. Between 9am and 8pm every day, complaints will be attended to within 1 hour.

In 2015–16 parking enforcement dealt with 5,018 complaints via the Rapid Response line. The vast majority of complaints relate to vehicles outside of Controlled Parking Zones on Double Yellow Lines.

Online at www.brighton-hove.gov.uk/parking

For on-going issues that do not require an urgent response, send us the details via the website. We will always respond to your complaint and can put in place an enforcement plan to deal with the problem or do our best to direct you to the right people to help. In 2015 – 16 we dealt with 1139 enquiries through the online form.

Civil Enforcement Officer's in the Community

As a uniformed presence on-street across the city, Civil Enforcement Officers in Brighton & Hove deal with much more than just parking. As well as providing advice on parking and assisting the public with tourist information or directions, Civil enforcement officer's often make a huge difference to our community:

Civil enforcement officer Paul: 'There was a call over the radio for a missing autistic teenager, another officer and I remembered seeing him nearby, so we both walked back to where we saw him. He was with a member of the public and quite distressed so I used my basic Makaton sign language skills to calm him down until the Police and his carer arrived.'

Removal Vehicle Driver, Dan: 'Whilst dealing with vehicles on the Seafront, I notice a young woman close to us on the pavement crying. I approached her and asked if she was ok and she explained that her friend was missing and it transpired that she last saw her going into the sea to swim. I called the Police and Coastguard and stayed with the woman. After the Police arrived and began searching, I saw 2 fishermen near to the Pier so went and asked them if they had seen anything. They had seen the woman leave the beach and she was later found safe at home.'

Senior Civil enforcement officer Chris: 'A colleague came across a very disorientated man in Hove who was confused and did not understand where he was. We stayed with the man

and tried to comfort him and make him feel safe. Whilst doing so I called round the local care homes and located where he had gone missing from. It was close by so we walked him there to ensure he was back safe and sound.'

Civil enforcement officer Matt: 'A colleague and I were on Sackville Road and noticed a distressed and confused elderly lady. It was a hot day and she was wearing a thick winter coat. She asked us where she was as she was lost – she wanted to get home but couldn't remember how to get there. We assisted her to the nearest bus stop in the shade, found out where she lived and called a taxi for her. We stayed with her until the taxi arrived, explained the situation to the driver who then took her home.'

Senior Civil Enforcement Officer Liza: 'A colleague was patrolling Kingsway and an elderly gentleman stopped her and asked for help as he was lost.'

The Civil enforcement officer then contacted me as she was having problems understanding him, When I arrived I chatted to him and my colleague called the police. He came to Brighton on a day trip from Dartford and had been out walking all day and missed his return minibus. He had no family except a Brother in Australia. He was very cold and wet due to the rainfall. After speaking to the police, I took him to Hove Town Hall where a PCSO took him inside to get him warm while they sort out how to get him home."

New Technology

Automatic Number Plate Recognition (ANPR)

Earlier this year, NSL undertook a trial of Automatic Number Plate Recognition (ANPR) vehicles to assess whether such technology could be used to achieve efficiencies and savings over the usual foot patrols that are undertaken throughout the city.

Such systems are used by other local authorities and are seen as an effective way of scanning digital records quickly and directing foot patrols to where they are needed.

The ANPR vehicles are fitted with cameras that can scan a vehicles number plate as it travels through a street.

The in-built computer checks against PayByPhone sessions and permit data to identify vehicles that are not listed.

The ANPR vehicle acts as a 'Spotter' only and does not issue Penalty Charge Notices. Once checks have been completed by the ANPR spotter and a vehicle has been alerted as being in contravention a Civil enforcement officer can attend the location and take appropriate action.

The trial was conducted in the following streets in the Preston Park area:

Preston Park Avenue
Beaconsfield Villas
Havelock Road
Waldegrave Road
Chester Terrace
Cleveland Road
Lucerne Road
Southdown Road
Edburton Avenue
Preston Drove
Stanford Avenue

The efficiencies that ANPR technology could bring is dependent on digitalised parking data. With the increased use of PayByPhone and the prospect of an online permit system, ANPR technology could play an important part in the future of enforcement in our city.

Bus Lane Enforcement

Bus lane enforcement is vital to keep the flow of traffic throughout the city.

Department of Transport statistics show Brighton & Hove to have the highest number of bus journeys made per head of population outside of London. 158 Bus journeys per head of population is more than 3 times the national average of 50 journeys per head. The table below shows the number of passengers over ten years

Year	Bus Passengers	Increase from prev year	% Increase
	34,266,000		
2004/5	35,240,000	974000	2.8%
2005/6	36,393,000	1153000	3.3%
2006/7	39,415,656	3022656	8.3%
2007/8	39,399,896	-15760	0.0%
2008/9	40,093,630	693734	1.8%
2009/10	41,038,135	944505	2.4%
2010/11	42,954,168	1916033	4.7%
2011/12	43,002,325	48157	0.1%
2012/13	44,779,699	1777374	4.1%
2013/14	46,373,095	1593396	3.6%
2014/15	46,112,322	-260773	-0.6%

Bus Lane Enforcement in the city forms part of a wide ranging programme of measures to improve the reliability and punctuality of public transport and provide extra space for cyclists. This in turn encourages more people to switch from the car to other forms of transport, reducing congestion and air pollution.

Compliance with the bus lanes in the city is generally good which shows the effectiveness of CCTV enforcement.

Enforcement also adds to environmental objectives by promoting and encouraging greater use of public transport as a more sustainable alternative to private car use and assists the Council in meeting strategic objectives such as improving air quality and reducing vehicle emissions as set out in the Corporate Plan, the Sustainable Community Strategy and the Local Transport Plan.

On average around 30 Penalty Charge Notices are issued per day for being in a Bus lane

The table below shows bus lane Penalty Charge Notices issued by month:

Month	2014/15	2015/16
April	636	2957
May	367	2264
June	639	1129
July	558	1569
Aug	554	1590
Sept	483	1180
Oct	415	1148
Nov	391	1039
Dec	264	1050
Jan	282	941
Feb	319	883
March	634	972
Total	5542	16722

The increase is due to the introduction of the automatic enforcement cameras in Rottingdean and Western Road.

Recent traffic counts have shown that 22,000 vehicles a day use the A259. Monitoring shows that 96% fewer cars used the bus lane in a 24 hour period than in 2013. Reductions were similar for goods vehicles. This resulted in significantly fewer lane changing manoeuvres. These figures suggest cameras will have a positive impact on safety as well as keeping the bus lanes clear.

During the trial, the A259 bus lanes were also the subject of a trial of bus lane cameras which was widely publicised. Monitoring shows that 96% fewer cars used the bus lane in a 24 hour period than in 2013. Reductions were similar for goods vehicles. This resulted in significantly fewer lane changing manoeuvres. The data has been passed to the Council's Parking Enforcement team who are

proposing permanent sites for bus lane cameras.

These figures suggest cameras will have a positive impact on safety by reducing manoeuvres as well as keeping the bus lanes clear

Challenges, representations & appeals

Email & Online Appeals

The Council continues to try to improve its online services promoting the option to appeal through the website or via email. The aim is to provide a more efficient and effective way of tracking and dealing with appeals. During April 2014 –April 2015 the Council received 22,571 appeals using this method and the following year this figure rose to 26,648.

Appeals at adjudication

The introduction of an online service (FOAM) for Traffic Penalty Appeals has offered both parties (The Council and The Appellant) greater transparency with ease of access to videos and photos. The language explaining appeals outcomes has also changed from ‘dismissed’ and ‘allowed’ to ‘won’ and ‘lost’. The emphasis is now on conflict resolution with a written dialogue possible between all parties on the portal rather than just looking at legal position of the case.

Payments and Correspondence

Payments

The majority of people now choose to make payments online

The first table below shows the last six months (at time of wrighting) and the second table shows the last six years

Pay Channel Summary	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Web %	64	66	62	64	64	63
IVR %	23	25	25	24	24	25
Postal %	4	4	4	4	4	5
other (PIC, EPC)	8	5	8	7	7	8

Pay Channel Summary	Jun-11	Jun-12	Jul-13	Jul-14	Jul-15	Jul-16
Web %	37	42	49	56	58	63
IVR %	27	46	30	27	26	25
Postal %	15	12	10	8	7	5
other (PIC, EPC)	21	20	11	9	9	8

Correspondence

The majority of people now choose to correspond with us online

The first table below shows the last six months (at time of wrighting) and the second table shows the last six years

Correspondence channel summary	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Web %	63	63	64	64	68	67
Postal	37	37	36	36	32	33

Correspondence channel summary	Jun-11	Jun-12	Jul-13	Jul-14	Jul-15	Jul-16
Web %	32	47	48	55	54	67
Postal	68	53	52	45	46	33

The table below shows the number of penalty charge notices (PCN) issued in the last three years

	2013-14			2014-15			2015-16		
	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices	Off Street	On Street	Total Penalty Charge Notices
Number of higher level PCN	234	83008	83242	193	84452	84645	127	86008	86135
Number of lower level PCN	2543	31987	34530	2305	35787	38092	2204	35217	37421
Total number of PCN's issued	2777	114995	117772	2498	120239	122737	2331	121225	123556
Number of PCN's paid	1820	78438	80258	2990	82948	85938	1460	87678	89138
Number of PCN's paid at discount	1482	64543	66025	2474	68540	71014	1192	70578	71770
Number of PCN's against which a representation was made (including transfer of liability)	893	34242	35135	665	31369	32034	855	31311	32166
Number of PCN's cancelled as a result of representation or informal challenge	659	15626	16285	560	16080	16640	551	17896	18447
Number of PCN's written off for other reasons	25	2487	2512	49	2517	2566	53	4208	4261

Bicycle parking

Since 2007 the city council has been installing Pedal Cycle Parking Places.

This is where cycle stands are placed on the carriageway rather than on footway areas and are increasingly popular with pedestrians and cycle users alike.

Parking and Transport Planning have worked together to consult on and install Pedal Cycle Parking Places in new Controlled Parking Zone areas where demand and justification is clear.

Since the council began installing Pedal Cycle Parking Places, spaces for more than 600 bikes have been provided at 61 locations across the city.

All new cycle parking installed in 2015/16 was funded from Local Transport Plan funding provided by the Department for Transport. New cycle parking places are shown below:

Pedal Cycling Parking Places as part of existing controlled parking zones:

- Richardson Road
- Ruskin Road
- Hove Park Villas
- Bartholomews (extension to existing places)
- Eaton Place
- Devonshire Place
- Broad Street
- Walpole Terrace
- Bonchurch Road
- Franklin Street
- Egremont Place

Pedal Cycling Parking Places as part of Five Ways- controlled parking zones:

- 1 (Osborne Road)

Stands off the carriageway:

- Hartington Road
- Hove Lagoon
- London Road

You can find more information on cycle parking and other cycle facilities at

<https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/cycle-parking-brighton-hove>

The council is working to set up a bike sharing service for the city to launch in May 2017 and hopes to have 430 bikes and 50 docking stations across the city, open 24 hours a day, all year around. The aim is to provide an easy, healthy way to get around the city for residents, visitors and commuters.

Bike hub locations will be finalised when the operator is in place and will be in high density areas where people would find them most convenient. They will be on commuter routes and near other transport hubs like train stations, and have a consistent coverage across the scheme area.

The total capital cost of the scheme is £1.45 million. An award of £1.16 million has been granted by the Coast to Capital (C2C) Local Enterprise Partnership (LEP) with match funding of £290,000 from Brighton & Hove City Council.

For more info please see > <https://www.brighton-hove.gov.uk/content/parking-and-travel/travel-transport-and-road-safety/shared-bike-scheme>

Signs and Lines Maintenance

This generally comes from requests and comments from members of the public and through observations and checks made by Civil enforcement officers and council officers.

A survey of the existing disabled bays within the Hanover & Elm Grove area took place as well as signage for all new installed disabled bays within the Special Parking Area (SPA).

As well as this there has been significant general lining maintenance including remarking of yellow lines, amendments and installation to various parking restrictions, installation of disabled bays and white return lines.

Again this generally comes from requests and comments from members of the public and through observations and checks made by Civil Enforcement Officers and council officers and officers.

A planned lining maintenance project was also undertaken which refreshed and checked any lining needing maintenance within Controlled Parking Zone N (Central Hove).

Parking Infrastructure spend was just under **£460,000** for lining and signing maintenance/works and Traffic Regulation Order costs this year.

Off Street Car Parks

Four of our cars parks , The Lanes, Regency Square, Trafalgar Street and London Road hold the ‘Park Mark’ award safer parking award with all car parks having energy efficient lighting and enhanced safety and security features. Trafalgar Street and Regency Square also have electric vehicle charging points. The Lanes car park is ideally situated if you want to go shopping, enjoy the beach, see the Royal Pavilion or visit other local attractions.

Regency Square is located just across from the i360 and ideally situated for visitors to this attraction

Trafalgar Street car park is close to Brighton’s North Laine area, which contains shops, cafes, bars and entertainment venues. It’s also near to the city’s Jubilee Library.

London Road car park is perfectly situated for accessing the shops on London Road. It’s also close to the New England Quarter development, the North Laines and the Duke of York’s Picture house.

The remainder of the Council car parks are single storey or surface sites, using Pay& Display or pay by Phone as a means of payment. This provides a range of Council operated and managed car parks in various locations in the city, all with a consistent ‘feel’ and customer experience.

The table below shows the average occupancy at our four barrier car parks at different times of the day.

London Road					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	43%	69%	72%	47%	31%
Regency Square					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	41%	62%	69%	59%	47%
The Lanes					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	46%	88%	90%	75%	62%
Trafalgar Street					
Time	8am-9am	12pm-1pm	3pm-4pm	5pm-6pm	9pm-10pm
Occupancy	20%	88%	85%	50%	19%

Visitors can find out online where there are parking spaces available as they come into the city. <http://parking.ethosvo.org/datasets/brighton/>

People's Parking accreditation

Our four barrier car parks in Brighton & Hove have been awarded People's Parking accreditation - a scheme which aims to improve parking for customers by enabling them to find a car park which specifically meets their needs.

People's Parking was launched early in 2016 and has been designed by Helen Dolphin MBE. As an independent mobility consultant and a disability rights campaigner, Dolphin felt it was time for a change within the parking industry.

The scheme has a number of criteria requirements such as location, suitability for disabled people, parents with children and additional amenities including electric charging points. A quality car park should also have good signage and clear pedestrian routes that are well lit, clean and actively managed. People's Parking also aims to drive up standards in the parking industry as all car parks will need to demonstrate that they have good signage and pedestrian routes, are well lit, clean and actively managed.

Founder and Director of People's Parking, Helen Dolphin MBE commented, "I'm really delighted that Brighton & Hove City Council applied for my People's Parking accreditation and in doing so demonstrated their commitment to improving parking for everyone. The scheme is growing steadily and I'm really grateful for councils coming on board as I want this to be an accreditation for all car-parks not just those that are privately run. Already in the south Portsmouth Council have 14 accreditations and I hope other councils in the surrounding area will also come on board. Congratulations once again to Brighton and Hove for having such well maintained car parks which meet the needs of many different motorists."

For more information about People's Parking, please visit www.peoplesparking.org

Who are our customers?

Parking in Brighton and Hove has to balance the needs of residents, businesses and visitors alike, whether that is supporting the entertainment industry or ensuring the needs of its more vulnerable residents are met.

Telephone - Of the 7,630 calls received in February to Brighton & Hove City Council (where the reason for contact was recorded) resident parking permits represented the highest number of queries at 12% (916 calls). In the same month visitor permits were 9th with 3% (229 calls).

Online - A significant amount of parking related information can be found online through the council website for those who prefer using the internet to get the information they need. A large number of residents and visitors use our online services.

Hotel Visitor Permit survey

We contacted hotels and guesthouses to gain a greater understanding of why the number of hotel permits being sold was decreasing each year. The main reasons quoted were that guests were using public transport to travel to Brighton & Hove, as well as an increase in overseas guests and these guests were less likely to drive compared with UK guests. In addition to this a lot of Hotels and Guesthouses were actively promoting alternate forms of transport through their website and as part of their booking confirmation.

Guests from London, the surrounding areas and other major UK cities are more accustomed to the challenges of driving and parking in highly populated and built up areas and are therefore predetermined to use public transport. A lot of the hotels and guesthouses we spoke to had regular guests who preferred to use public transport as they were more aware of the cities layout and transport infrastructure.

TV and Movie Filming

A new six part ITV drama series called The Level was filmed in Brighton in April and June 2016. The production team used Black Rock Car Park off Madeira Drive for their unit base as well as suspending numerous parking bays across the city which contributed towards a smooth running schedule and helped to ensure the scenes were accomplished successfully.

Brighton & Hove has been officially designated a Film Friendly City in recognition of the growing importance of the city as a film and television location

Car Club

A third of UK households own two or more cars or vans, and car numbers are increasing. Car clubs and car-sharing schemes provide its members with flexible access to a pool of vehicles 24 hours a day, 7 days a week.

Car clubs also enable communities to share assets, and by working with developers and local authorities car clubs can help communities tackle local parking pressures, support sustainable transport initiatives and improve accessibility. Car club cars are more environmentally friendly, emitting over 20% less CO2 per kilometre than the average car, and they are used more efficiently.

It's estimated that one car club car replaces between 6 and 24.5 private cars depending on the town or city, helping to reduce traffic jams and free up parking spaces. There are 117 car club spaces across the city.

<https://www.enterprisecarclub.co.uk/>

15 years of Civil Parking in Brighton & Hove

Civil Parking came into force Brighton and Hove 15 years ago in 2001 after taking over the responsibility of parking enforcement from the Police. Before this Traffic Wardens were only spending a third of their time on parking enforcement as they were often diverted to other Police duties. Civil Parking Enforcement affects almost everyone in the city and not just the obvious road user. These include businesses so people can park to visit them, children whose school entrances will be kept clear, buses and emergency vehicles whose access is protected, residents so they can park outside their own homes and people with disabilities whose quality of movement is improved.

The objective of parking enforcement is not to issue Penalty Charge Notices, but to achieving greater compliance with parking regulations. There are 31.7m cars in the UK, which is double the figure 30 years ago and statistically a road user will receive one penalty charge notice every three to four years. In 2014 Brighton and Hove had 93,446 registered cars, compared to 96,311 in 2004, a fall of 3%. Factors that have contributed towards this fall is residents are taking full efficiency and environmental factors into account on top of traffic restrictions and a good public transport network.

Over the last 15 years we have worked along side many local action groups trying to overcome parking issues with residents, business and other agencies such as the Police and emergency services. Some of the action groups include:-

- Bevendean Local Action Team
- Brighton Old Town
- Central Hove Local Action Team
- Hanover & Elm Grove Local Action team
- Hollingbury Local Action Team
- Patcham Local Action Team
- Preston Park and Fiveways
- Queens Park Local Action Team
- St James Community Action Group
- Turner Area Partnership
- Rottingdean and Saltdean Local Action Team

The timeline some major changes within parking in Brighton & Hove over the last 15 years.

Timeline

July 2001

- **Decriminalised parking introduced in Brighton & Hove**- Brighton & Hove City Council take parking enforcement over from the control of the Police. NCP are contracted to run the operation.
- Area N (Hove) and Central Brighton are the first schemes to be introduced.

May 2005

- **Low Emission Permit Discounts** - In May 2005 our low emission vehicle policy was approved and any vehicle qualifying could apply for 50% reduction on a resident permit.

March 2007

- **Bus Lanes** - Following a public information campaign, which included press releases, information postcards and leaflets to central Brighton residents, we started to enforce the bus lane restrictions in central Brighton. It became key in ensuring that bus could keep to a more accurate bus timetable. Prior to enforcement buses were regularly held up.

May 2007

- **Central Brighton** - Following a review eight small zones in central Brighton merges into two larger zones creating areas Y & Z. The reason for doing this was to:
Replace voucher parking with Pay & Display parking
Phase out time limited parking and replace with resident parking bays
Standardise the tariff structure.

March 2008

- **Traffic Management Act 2004 came into effect**

The Main changes were –

Parking Attendants became Civil Enforcement Officers and Decriminalised Parking Enforcement became known as Civil Parking Enforcement. Civil Enforcement Officers can enforce double parking or dropped kerbs. Lower & higher PCN offences £70 or £50

July 2009

- **Double Parking and dropped kerb obstructive parking can now be enforced.**
Residents could now report vehicles parking in front of their driveways.

2009

- **Electrical Charging Points** – Central Brighton saw the first electric charging points outside London, following a successful application for European funding.

2010

- **Car Club Bays** - Introduction of Car Club Bays and Car Club Permits. The City Car Club, offered a pay as you go alternative to owning a car. This also helps to reduce on-street parking.

2011

- **Air Quality** - In 2011 we released our second Air Quality Action plan. This included a comprehensive set of measures and recommendations aimed at improving air quality in Brighton.
- **Transport opens up it's first Twitter account.** @BHCC_transport
- **City Wide Parking Review** – After 10 years the council made a commitment to review parking schemes to ensure a fair balance of parking for residents, businesses and visitors. The purpose of the review was to look at the future of parking schemes surveying residents, businesses, Local Action Team's, disability and community groups. This was published in 2013 and over 2,000 people responded.
- **CCTV Enforcement & Postal Penalty Charge Notices** – In November 2001 we introduced CCTV penalty charge notices for the most serious type of contravention along North Street, Western Road, Lewes Road and London Road. Foot patrols were becoming ineffective along this route and as a result traffic safety was becoming an issue.

2012

- **Blue Badges** - New Blue Badge introduced nationally and new guidelines for Blue Badge assessment via a national database for Blue badges
- We stopped towing vehicles to the city car pound and relocated vehicles only.

2013

- **Match day parking scheme** – As a result of a consultation with residents this scheme (controlled parking zones B & D) gives priority to residents and visitors when events are taking place at the American Express Community Stadium, home of Brighton & Hove Albion F.C.
- **Introduction of On line Permits** - Residents, Traders and Businesses could now renew permits online.
- **Pay by Phone & Paypoint introduced** – This allowed the motorist to pay for parking by mobile phone. Rolled out city wide in July 2014. Reduced Pay & Display machines to one in each street.

2014

- **Disabled bays** -Permit specific disabled parking bays introduced
- **Technology and improving the Customer Experience in a Digital Age**– Working with Ethos VO to develop a future parking platform aiming to reduce congestion, improve air quality and make it easier to find a parking space. Phase 1 providing live car park occupancy information which can be found here <http://parking.ethosvo.org/datasets/brighton/>
- **Blue Badge Counter Fraud Initiative.** £183,000 government funding for Brighton & Hove City Council & East Sussex to tackle mis-use and to be the first authority to introduce Community Resolution Order
- **Blue Badge Amnesty**

2015

- **Parking Permit Review** – Residents were surveyed on their views of the council's permit policy.

2016

- **Permit Fraud Initiative & Permit Amnesty**
- **Pay and Display Machine -Removal and Upgrade Project**

The Future

- **Virtual Permits**
- **20 schemes and growing.**

Steven Parish is the Account Director for the South East for NSL. Since the beginning of civil parking enforcement in 2001 he has worked for a number of roles within the company, and has encountered a number of changes within parking legislation and the role of the Civil Enforcement Officers. We asked him about changes he has encountered over the last 15 years.

1) **How has the motorist's attitude changed about civil parking enforcement in the last 15 years?**

There has been a marked change in the motorist attitude over the last 15 years. In 2001 and before when the parking was managed by the Police there was a general resentment towards the enforcement of the parking restrictions. These days there appears to be a general acceptance that fair kerbside management is beneficial for the residents, traders and visitors of Brighton and Hove.

2) **What have been the positive and negative impacts?**

The benefit to businesses and residents is through the delivery of a service that encourages high levels of compliance. In addition the deployment of Civil enforcement officer across the City each day providing high quality face to face customer service enhancing the City's

reputation. Although possibly seen as a negative it is important to remember the amount of investment in the City's sustainable transport infrastructure that this service provides.

3) Do you think the role of the Civil enforcement officer is perceived differently now?

I believe that there is now an acceptance of the need to manage Parking and as such Civil enforcement officer's are perceived as providing a necessary service. In many cases the Civil enforcement officer is seen as an important part of the community providing local knowledge, advice on parking, public transport and routes as well as encouraging compliance. As a highly visible, uniformed presence they are also the first person people will turn to when they require urgent support and assistance.

Financial Information

The latest surplus from on-street parking for 2015/16 is £12.69 million, up from £11.47 million in 2013/14. The increase reflects the introduction of the Fiveways residents' parking scheme lower direct costs to run the city's parking operation and more Penalty Charge Notices issued as a result of new bus lane enforcement. The surplus is the actual figure Brighton & Hove has left after direct costs of enforcement, administration, maintaining parking machines, and reviewing or introducing new schemes have been taken into account.

Nearly all of the parking surplus is spent on providing 46,000 free bus passes for older and disabled people, which the council has a legal duty to provide. For the year 2015/16 this was £10.75 million, with just over £1 million invested back into supporting bus services and the remainder going on other transport benefits such as traffic light improvements, walking facilities and school travel plans.

Parking charges are set to manage the parking spaces available in the city. This in turn helps improve air quality and ease congestion in busy hotspots. Higher charges in the city centre help manage limited space and encourage people to consider areas where there is greater capacity and lower charges.

Fees and charges are reviewed annually to make sure they cover the cost of services and provide value for money. The majority of parking prices have been frozen for three years. The latest figures show that income from on-street parking charges (excluding permits) has remained relatively stable, rising by 5% from 2011/12 to 2015/16.

More Penalty Charge Notices were issued in 2015/16 as the Rottingdean bus lane started to be enforced in April 2015. Initially there were around 3,000 penalty charge notices (PCNs) per month issued, which fell to 1,000 PCNs per month as compliance with the scheme improved. An average 22,000 vehicles pass through this spot on the A259 every day, so the number of PCNs represents 0.1% of drivers using the bus lane.

The year 2014/15 was exceptional and shows a lower amount of surplus from parking. It reflects a £1.26 million loss when the previous cash collection company went into liquidation and a change in how penalty charge notices were calculated which meant that 'bad debt' provision for the last five years of £1.42 million was taken off the 2014/15 total.

The surplus from off-street parking has risen to £2.6 million (2015/16) from £2.28 million (2014/15), largely as a result of increased revenue from The Lanes, Trafalgar Street and Regency Square car parks. All three have been refurbished in recent years making them much more attractive to visit.

Income by source	£ 2012/13	2013/14 (£)	2014/15 (£)	2015/16 (£)
On-Street Parking Charges*	8,917,232	9,185,951	8,439,569	9,693,532
Parking Permit Income	5,020,657	5,727,231	6,197,869	6,887,014
Penalty Charge Notices . (inclusive of bad debt provision)**	4,374,603	3,658,701	2,052,477	3,777,375
Other Income	49,260	61,340	56,836	38,886
Total	18,361,752	18,633,223	16,746,751	20,396,807

Direct cost of Civil Parking Enforcement	£ 2012/13	2013/14 (£)	2014/15 (£)	2015/16 (£)
Enforcement	3,502,230	3,282,153	3,190,050	3,266,962
Admin, appeals, debt recovery & maintenance	2,400,730	2,359,015	3,019,787	3,024,286
Scheme review / new schemes	814,352	865,846	849,639	805,588
Capital Charges	698,089	647,814	518,215	600,932
Total	7,415,401	7,154,828	7,577,691	7,697,768

Surplus after direct Costs	10,946,351	11,478,395	9,169,059	12,699,039
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Funding for other transport and highways related projects supported by CPE income	£ 2012/13	£ 2013/14	2014/15 (£)	2015/16 (£)
Supported bus services	1,150,250	1,159,434	1,200,302	1,029,917
Other Public transport services	319,611	256,571	203,325	145,516
Concessionary fares	9,797,801	10,217,230	10,542,672	10,752,591
Capital investment borrowing costs	3,155,540	3,029,319	2,914,638	2,775,202
	14,423,203	14,662,554	14,860,936	14,703,225

In 2015-16 the Civil Parking Enforcement surplus was £12,699,039 compared to £9,169,059 the previous year.

The surplus contributes towards the part funding of:

Bus subsidies:

Various bus routes are subsidised throughout the city. For further information see www.brighton-hove.gov.uk/content/press-release/council-steps-keep-busroute-running

Concessionary Bus Fares:

Most of the Civil Parking Enforcement surplus is spent on providing free bus passes for the elderly and disabled. The central government funding formula for free bus passes changed in April 2011 which resulted in the cost rising to over £10.5m. For more information about how to apply for a concessionary bus pass please see www.brighton-hove.gov.uk/content/parkingand-travel/travel-transport-and-road-safety/applying-a-bus-pass

Local Transport Plan Costs:

The Local Transport Plan since 2011-12 has been 100% grant funded from the Department for Transport, so there are no borrowing costs included in relation to the Local Transport Plan for this year. The borrowings costs of £2,775,202 relate to previous years Local Transport Plan schemes since 2001. Each year a report is presented to the Environment Transport and Sustainability Meeting to agree how funds will be allocated to deliver the Local Transport Plan capital programme for the following year.

Some of the projects include:

- Quality Bus Partnership Initiative
- Walking facilities (dropped kerbs & tactile)
- Cycle parking
- A23 Sustainable Transport Corridor
- Cycle Route signing
- Travel Plans for Schools
- Pedestrian priority Ship St/Old Town
- Traffic control improvements
- Brighton station gateway project
- Walking network improvements
- Cycle route Old Shoreham Road
- Pedestrian wayfinding and signing project
- Electric vehicle charging points (Local Transport Plan)
- Cycle priority
- New Road/Church Street junction and crossing
- Electric vehicles
- Chatham Place rail bridge support
- Bear Road retaining wall
- Dyke Road Drive retaining wall

- Marine Parade retaining wall
- Footways maintenance 2011-12

Off-Street Parking

	Expenditure	Income	Net (Income) / Expenditure
Carlton Hill Car Park	33,155.34	90,453.50	57,298.16
High Street Car Park	55,316.63	83,150.25	27,833.62
London Road Car Park	395,858.12	715,931.01	320,072.89
Oxford Court Car Park	23,572.70	58,438.63	34,865.93
Regency Square Car Park	754,061.79	1,089,898.50	335,836.71
The Lanes Car Park	980,662.74	1,850,698.09	870,035.35
Trafalgar Street Car Park	712,351.04	1,205,264.56	492,913.52
Other Off-Street Parking	81,814.16	609,295.73	527,481.57
Sum:	3,036,792.52	5,703,130.27	2,666,337.75

Note: The expenditure figures include direct costs incurred at each car park plus an apportionment of centralised costs

*Note: * The High Street Car Park figures shown are after a contribution has been made to the councils Housing Revenue Account*

Leased Car Parks	136,003.00	395,946.88	259,943.88
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Appendix 1 Parking charges for off street and other areas operated by Brighton & Hove

PARKING FEES & CHARGES 2015-16	
	2015-16
	Charge
	£
Car parks	
Black Rock	
1 hour	1.00
2 hours	2.00
3 hours	3.20
4 hours	4.20
9 hours	5.20
High Street	
2 hours	4.20
4 hours	8.40
9 hours	11.00
24 hours	18.20
Quarterly season ticket	780.00
Annual season ticket	2,080.00
King Alfred	
1 hour	1.60
2 hours	2.00
3 hours	2.60
4 hours	3.20
?	
Rottingdean Marine Cliffs	
1 hour	1.00
2 hours	1.60
11 hours	2.60
Quarterly season ticket	52.00
Norton Road	
1 hour	1.00
2 hours	2.00
4 hours	3.20
5 hours	4.20
9 hours	4.60
12 hours	5.20
Annual Season Ticket	780.00
Oxford Court	
2 hours	4.20

4 hours	8.40
9 hours	11.00
24 hours	18.20
Annual season ticket	780.00
Rottingdean West Street	
1 hour	1.00
2 hours	1.60
3 hours	2.60
The Lanes	
1 hour	2.00
2 hours	5.00
4 hours	13.00
9 hours	20.00
24 hours	23.00
Lost ticket	23.00
Weekend - 1 hour	4.00
Weekend - 2 hours	8.00
Weekend - 4 hours	15.00
Weekend - 9 hours	20.00
Weekend - 24 hours / Lost ticket	25.00
Evenings 18.00 – 24.00	4.50
Night 24.00 – 11.00	5.00
Annual season ticket	2,500.00
Reduced Charge Annual Season ticket - Residents permit waiting list 16.00-11.00 Mon-Fri (Zone Z only)	1,500.00
London Road	
1 hour	1.00
2 hours	3.20
4 hours	5.20
9 hours	8.40
24 hours	15.60
Lost ticket	15.60
Saturday - 1 hour	2.00
Saturday - 2 hours	4.20
Saturday - 4 hours	6.20
Saturday - 9 hours	8.40
Saturday - 24 hours	18.20
Saturday - Lost ticket	18.20
Evenings 1800 - 2400	4.50
Night 24.00 – 11.00	5.00
Lost ticket administration fee	5.00
Weekly	53.60
Annual season ticket	1,040.00

Annual season ticket - Reduced Rate for Area Y permit holders and businesses of New England House, City Point or One Brighton	780.00
Reduced charge Annual season ticket - Residents permit waiting list (Zone Y) 16.00-11.00 Mon-Fri	416.00
Regency Square	
1 hour	2.00
2 hours	4.00
4 hours	7.00
9 hours	11.00
24 hours / Lost ticket	16.00
Evenings 1800 - 2400	4.50
Night 24.00 – 11.00	5.00
Lost Ticket Administration fee	5.00
Weekly season ticket	60.00
Quarterly season ticket	300.00
Annual season ticket	1,000.00
Commercial season ticket annual	1,200.00
Reduced Annual Season ticket - Residents permit waiting list 16.00-11.00 Mon-Fri (Zone M)	750.00
Trafalgar Street	
1 hour	2.00
2 hours	4.00
4 hours	7.00
6 hours	9.00
9 hours	11.00
24 hours / Lost ticket	16.00
Weekend - 1 hour	2.50
Weekend - 2 hours	4.50
Weekend - 4 hours	7.50
Weekend - 6 hours	9.50
Weekend - 9 hours	12.00
Weekend - 24 hours / Lost ticket	17.50
Evenings 1800 - 2400	4.50
Night 24.00 – 11.00	5.00
Lost Ticket Administration fee	5.00
Quarterly season ticket	400.00
Annual season ticket	1,200.00
Reduced Annual Season Ticket - Residents permit waiting list (Zone Y) 16.00-11.00 Mon-Fri	750.00
On-street (Pay & Display)	
TARIFF ZONE 1	
Zone Y - Central Brighton North	
1 hour	3.60
2 hours	6.20

4 hours	10.40
Zone Z - Central Brighton South	
1 hour	3.60
2 hours	6.20
4 hours	10.40
TARIFF ZONE 2	
Zone Y - Central Brighton North [Cheapside & The Level]	
1 hour	2.00
2 hours	4.20
4 hours	6.20
TARIFF ZONE 3	
Zone M	
1 hour	1.00
2 hours	2.00
4 hours	3.20
TARIFF ZONE 4	
Zone A - Preston Park Station	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone C - Queen's Park	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone E - Preston Park Station North	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone F - Fiveways	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone G - Hollingbury Road & Ditchling Gardens	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone H - Kemp Town	
1 hour	1.00
2 hours	2.00

4 hours	3.20
11 hours	5.20
Zone J - London Road Station	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone N - Central Hove	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone O - Goldsmid	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone Q - Prestonville	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone R - Westbourne	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone T - Hove Station Area	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Zone W - Westbourne West / Wish park	
1 hour	1.00
2 hours	2.00
4 hours	3.20
11 hours	5.20
Seafront (Pay & Display)	
TARIFF ZONE 1	
Seafront Inner - Madeira Drive (1 Mar - 31 Oct) [West of Madeira Lift]	
1 hour	3.20
2 hours	5.20
4 hours	10.40
11 hours	15.60

Seafront Inner - Marine Parade [West of Burlington Street]	
1 hour	3.20
2 hours	5.20
4 hours	10.40
11 hours	15.60
Seafront Inner - King's Road	
1 hour	3.20
2 hours	5.20
4 hours	10.40
11 hours	15.60
TARIFF ZONE 2	
Seafront Inner - Kingsway [East of Fourth Avenue]	
1 hour	2.00
2 hours	4.20
4 hours	6.20
11 hours	10.40
Seafront Inner - New Steine	
1 hour	2.00
2 hours	4.20
4 hours	6.20
11 hours	10.40
TARIFF ZONE 3	
Seafront Outer - Madeira Drive [East of Madeira Lift]	
1 hour	1.00
2 hours	2.00
4 hours	4.20
11 hours	7.20
Seafront Inner - Madeira Drive (1 Nov - 28/29 Feb) [West of Madeira Lift]	
1 hour	1.00
2 hours	2.00
4 hours	4.20
11 hours	7.20
TARIFF ZONE 4	
Rottingdean High Street	
1 hour	1.00
2 hours	2.00
4 hours	3.20
Madeira Drive Coach Park	
4 hours	8.40
8 hours	15.60
Permits	
Residents permits - Full scheme (Zones A,C,E,F,G,H,J,M,N,O,Q,T,Y,Z)	
First permit per household - 3 months (full scheme) (50% discount for Low Emission)	42.50

First permit per household - 1 year (full scheme) (50% discount for Low Emission)	125.00
Further permit per household - 3 months (full scheme) (50% discount for Low Emission)	42.50
Further permit per household - 1 year (full scheme) (50% discount for Low Emission)	125.00
Visitor Permit	2.80
Residents permits - Light touch (Zones U & W)	
First permit per household - 6 months (full scheme) (50% discount for Low Emission)	57.00
First permit per household - 1 year (full scheme) (50% discount for Low Emission)	90.00
Further permit per household - 6 months (full scheme) (50% discount for Low Emission)	57.00
Further permit per household - 1 year (full scheme) (50% discount for Low Emission)	90.00
Visitor Permit	1.60
Business Permits	
One year	312.00
3 months	88.40
One year - low emission	156.00
3 months - low emission	44.20
Traders Permits	
One year	624.00
3 months	166.40
One year - low emission	312.00
3 months - low emission	83.20
Hotel Permits	
Area C (24 hours)	7.80
Area N (1 day)	3.20
School Permits	
3 months	41.50
One year	125.00
Doctors Permits (per bay)	93.60
Electric Vehicles Permit	26.00
Car Club (1 year)	20.80
Professional Carers (1 year)	26.00
Carers Permits (not Professional)	0.00
Dispensations (1 year)	31.20
Waivers (1 day)	10.00
Suspensions	
Suspensions (Daily charge for 1st 8 weeks)	40.00
Suspensions (Daily charge for over 8 weeks)	20.00
Administration fees	
Change of Controlled Parking Zone	10.00
Surrender of Permit	10.00

Change of Vehicle	10.00
Replacement Permit	10.00
Issue of resident permit to Blue Badge holder	10.00
Issue of resident permit to Blue Badge holder (low emission)	10.00
Issue of Blue Badge	10.00
Blue Badge Bay Application fee	10.00
Blue Badge Bay - Individual disabled bay	100.00
Suspensions	
Zone B & D Permits (Event parking)	
Resident Permit	0.00
Business permit	0.00
Carer	0.00
School Permit	0.00
Resident Visitor (transferable)	0.00
Resident visitor (one day)	2.60
Change of vehicle	10.00
Replacement Permit	10.00
Lining	
Access Protection White Lines (per metre)	10.00
Replacing lining after crossover work (per metre)	10.00
TRO for new parking restriction o/s of Controlled Parking Zones	
Administration, advertising costs, officer site visits, signing and lining costs	2,000.00
Additional Search Enquiries	
Solicitors and other agency queries per question	38.00

Appendix 2 Civil Enforcement Officers contravention Code of Practice

CONTRAVENTION CODES

On street - Penalty Charge Parking contraventions			
Co de	Description	Notes	
1	Parked in restricted street during prescribed hours		5 mins
2	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force		Instant
12	Parked in a residents' or shared use parking place without clearly displaying either a permit, voucher, or pay and display ticket for that place	This code relates only to resident or shared use bays. This code is used where the driver has made no attempt to park correctly and is either displaying nothing, or something	5 mins

		that could never have been valid for that parking place, e.g.	
		a permit for a different zone, no permit or P&D ticket that has been expired for more than 24 hours	
14	Parked in an electric vehicles' charging place during restricted hours without charging		5 mins
16	Parked in a permit space without displaying a valid permit	Not for use in resident or shared use bays. Applies in permit	5 mins
		bays designated for specific users such as businesses,	

		ambulan ce, car club and doctors bays	
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	This is not used	
20	Parked in a loading gap marked by a yellow line	This is not used	
21	Parked in a suspended bay/space or part of a bay/space		Instant
23	Parked in a parking place or area not designated for that class of	This depends on the tax class of the vehicle and applies where	5 mins
	vehicle	a vehicle of a different tax class uses a bay, e.g. a car parked in	
		a motorcy cle bay or a coach bay, a coach parked in a motorcy cle	

		bay. The bay has to be designated for a specific class of vehicle	
		(not a type of vehicle, like a permit bay) and any vehicle of that class can	
		park there, e.g. any coach can park in a coach bay, any motorcycle can	
		park in a motorcycle bay - no permit is needed	
25	Parked in a loading place or area not designated for that class	On street loading bays	5 for cars
	of vehicle		10 for commercial
26	Vehicle parked more than 50 cm from the edge of the carriageway	Double Parking	5 mins
	and not within a designated parking place		

27	Parked adjacent to a dropped footway	If DYL then issue and remove unless blue badge holder in which case	5 mins
		issue and relocate - Issue as a 01	
		If no yellow lines - providing a complaint from the resident then issue and	
		and remove on code 27	
40	Parked in a designated disabled persons' parking place without	If a vehicle is seen parked in a disabled parking bay not displaying a	Instant

	clearly displaying a valid disabled persons badge	valid Disabled Blue Badge, or displaying a badge the incorrect way	
		this could lead to a PCN being issued and the vehicle being relocated	
41	Parked in a parking place designated for police vehicles		Instant
45	Parked in a taxi rank		
46	Stopped where prohibited (on a red route clearway)	This is not used	
47	Stopped on a restricted bus stop/stand		Instant
48	Stopped in a restricted area outside a school		Instant
49	Parked wholly or partly on a cycle track		Instant
55	A commercial vehicle parked in a restricted street in contravention	This is not used	
	of the overnight Waiting Ban		

56	Parked in contravention of a commercial vehicle waiting restriction	This is not used (no overnight waiting restriction)	
57	Parked in contravention of a coach ban	This is not used (no overnight waiting restriction)	
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways		5 mins
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)		5 mins
99	Stopped on a pedestrian crossing and/or crossing area marked by zig zags		Instant
	On street - Lower level penalty charge parking contraventions		
Code	Description	Notes	
4	Parked in a meter bay when penalty time is indicated	This is not used	
5	Parked after the expiry of paid for time	Parked after the expiry time of the initial paid for ticket	10 mins

		from the pay and	
		display machine. If pay and display ticket has a time of 13.00 a PCN	
		can be issued at 13.10	
6	Parked without clearly displaying a valid pay and display ticket	If a pay and display ticket has been purchased from the machine, but has	5 mins
		not been placed in the vehicle clear to see. Also if no pay and display	
		ticket is purchased, therefore parking with no	

		payment	
		.	
7	Parked with payment made to extend the stay beyond initial time	Meter feeding' In pay and display bays after the initial payment to park	5 mins
		has been made, then purchasing a further pay and display ticket to extend	
		the time to park without moving the vehicle	
		Providing the time in the bay has not been exceeded then we should issue	
8	Parked at an out of order meter during controlled hours	This is	

		not used	
9	Parked displaying multiple pay and display tickets where prohibited	This is not used	
10	Parked without clearly displaying two valid pay and display tickets when required	This is not used	
11	Parked without payment of the parking charge	This is not used	
15	Parked in a residents' parking space without clearly displaying a valid residents' parking permit.	Not for use in England	
19	Parked in a residents' or shared use parking place displaying an invalid permit, an invalid voucher or an invalid pay and display ticket	As for a code 12, this is only for use in resident or shared use bays. It is used where the driver has made some attempt to park correctly and is	5 mins

		displaying something which could have been valid or was valid at some	
		time for that bay, for example, a resident permit that has expired	
		(depending on what grace period is given for expired permits, e.g. 7 days),	
		or a pay and display ticket that has expired by less than 24 hours, or an	
		incorrectly completed voucher.	

22	Re parked in the same parking place or zone within one hour of leaving	On time limited bays (e.g. 3 hour max stay no return 1hour) if the vehicle	Instant
		is parked in the same set of bays even if the vehicle has left and returned	
		1 hour would have had to lapse.	
24	Not parked correctly within the marking on the bay or space	If a vehicle is parked not fully within the markings of the bay as marked on	Instant
		the highway. (One third of the vehicle has to be overhanging the bay	

		markings or one third of the connecting bay is obstructed)	
30	Parked for longer than permitted	If there is a time limit to the bay (e.g.2 hours no return in 1 hour) and the	10 mins
		vehicle is seen parked for longer than the allowable time then a PCN will	
		be issued	
35	Parked in a disc parking place without clearly displaying a valid disc	This is not used	
36	Parked in a disc parking place for longer than permitted	This is not used	
63	Parked with engine running where prohibited	This is not used	
	Off street - Penalty Charge Parking contraventions		
Code	Description	Notes	
80	Exceeded the max Stay - For example Haddington St	Lower	Instant

	where the max stay	PCN	
	is 3 hours		
81	In restricted area - Parked in a restricted area of the car park not designated as a parking bay	Higher PCN	Instant
82	Overstaying P&D ticket- Parked after expiry time	Lower PCN	10 mins
83	No valid P&D ticket	Lower PCN	5 mins
84	Additional payment made to extend the parking from the first time purchased	Lower PCN	Instant
85	In permit section - parked in permit bay without clearly displaying a valid permit	Higher PCN	Instant
86	Parked beyond the bay markings (outside the marking of the bay)	Higher PCN	Instant
87	Parked in a Disabled Persons parking space without clearly displaying a valid disabled persons badge	Higher PCN	Instant
89	height/weight limit	This is not used	
91	Wrong class of vehicle	Higher PCN	Instant
92	Causing an obstruction -i.e. on ramp or blocking exit points	Higher PCN	Instant

Appendix 3 - Code of Practice for Postal Penalty Charge Notices (PCN)

CCTV Parking Enforcement

To be undertaken in all locations visible to the static cameras located in North Street / Western

Road, London Road, Lewes Road, Oxford Street (34J ONLY)

CCTV monitoring officers will be BTEC qualified in data protection and all relevant legislation and

follow the Code of Practice for CCTV enforcement.

CCTV devices will be approved for parking enforcement by the Vehicle Certification Agency through

submission of a technical file prior to enforcement and therefore be 'approved devices' in accordance with the legislation.

Only the following parking contraventions may be enforced by the CCTV cameras

Contravention 47 – Parked on a restricted bus stop/stand.

For all contraventions CCTV monitoring officers will

- Zoom in for close up of vehicle
- Pan out for context shot
- Operator to make notes of any activity carried out by the driver

Regulation ten 'Postal' PCNs issued on foot

Regulation ten PCNs will only be issued by Civil Enforcement Officers following relevant training.

They may be issued for the following contravention codes

Contravention 02 - Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force.

Contravention 40 – Parked in a designated disabled person's parking place without displaying a valid disabled person's badge

Contravention 45 - Parked in a taxi rank

Contravention 47 – Parked on a restricted bus stop/stand.

Contravention 48 – Parked in a restricted area outside a school

Contravention 49 – Parked wholly or partially on a cycle track

Contravention 99 - Stopped on a pedestrian crossing and/or area marked by zigzags

Comprehensive pocket book notes will be taken. Good quality photos are required for the contravention to be proved.

Regulation ten PCNs will be spot checked to establish whether sufficient evidence has been gathered

for a PCN to be issued. Following enquiries with DVLA PCNs will be issued in accordance with

statutory timescales and on notices specifically designed for regulation ten PCNs.

Glossary of Terms

Bikehangar

on-carriageway secure, sheltered cycle parking facility for 6 bicycles the traffic regulation order specifies use for pedal cycles only, this is the first Bikehangar facility in the city and is managed by a constituted community group.

Bus Lane

Priority lanes for buses, coaches and taxis (and cyclists in some instances).

Bus Lane Enforcement

A bus lane is restricted to buses and is used to speed up the bus service and aide in them running on time. In Brighton & Hove taxis and bicycles can also use bus lanes. The central bus lanes are enforced by the local authority. The police still enforce those outside of central Brighton.

Challenge

An objection made against a Penalty Charge Notice before a Notice To Owner is issued.

Cancellations

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case of when there is an applicable exemption.

Civil Enforcement Officer – CEO

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the Council or through a specialist contractor. In Brighton & Hove they are employed through NSL (formerly NCP).

Civil Parking Enforcement – CPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

Contravention

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

Controlled Parking Zone - CPZ

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

Decriminalised

This means that it is not illegal to park in contravention of parking regulations. Enforcement of regulations within a Special Parking Area and is the sole responsibility of the Local Authority and not the police. Parking is a civil offence rather than a criminal offence. Unpaid charges are pursued through debt collection agencies and not through the courts.

Decriminalised Parking Enforcement – DPE

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Road Traffic Act 1991.

Department for Transport – DfT

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

Differential Parking Penalties

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

Fixed Penalty Notice - FPN

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

Local Transport Plan – LTP

These are an important part of transport planning within England. We are required to prepare them as plans for the future and present them to the Department for Transport.

Motorcycles

Powered two-wheelers

Motorcycle casualties

Motorcyclists

NO

Nitrogen Oxide

NO2

Nitrogen Dioxide

Notice To Owner – NtO

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PCN). This will be served when a penalty charge notice is unpaid for 28 days. When the registered keeper, or the person the Council believed to be the keeper of the vehicle, receives this they can either ;

- make a payment of the full charge
- make representation (an appeal)

NSL – formerly National Car Parks (NCP)

NSL are Brighton & Hove's parking enforcement service provider working under contract.

Off-street parking

These are facilities provided through car parks

On-street parking

These are facilities provided on the kerbside such as pay and display or permit parking

Pedal Cycle Parking Place (PCPP)

on-carriageway public cycle parking facility usually for a minimum of 10 bicycles (5 stands). TRO specifies use for pedal cycles only, civil enforcement officers can enforce against any illegitimate use.

Penalty Charge Notice – (PCN)

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

Registered Keeper

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA)

Representation

This is a challenge against the PCN after the Notice To Owner is issued.

Scooters

Powered two-wheelers

Special Parking Area - SPA

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

Traffic Management Act 2004 – TMA

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

Traffic Penalty Tribunal – TPT

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London). The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a Council in England (outside London) and Wales.

Traffic Regulation Order – TRO

This is the statutory legal document necessary to support any enforceable traffic or highway measures